



Customer Service

VA North Texas Health Care System (VANTHCS) is committed to provide the best possible health care to veterans. To accomplish this, we aim for the highest level of customer service standards based upon national VA customer service standards.

We are committed to provide our patients:

Access. We will provide timely access to health care.

Coordination. We will take responsibility for coordination of care.

Continuity. One health care team will be in charge of care.

Courtesy. We will treat every patient with courtesy and dignity.

Education. We will strive to provide information and education about each patient's care in a manner that he/she can understand.

Emotional Support. We will provide support to meet emotional needs.

Involvement of Family and Friends. We will provide opportunities to involve family members when appropriate.

Physical Comfort. We will strive to meet each patient's physical comfort needs.

Patient Preferences. We will ensure that the patient is involved with his/her care decisions.

Transition. We will provide smooth transition between inpatient and outpatient care.

Pharmacy. We will provide timely and appropriate Pharmacy Service.

Specialist Care. We will coordinate all specialist care in a timely manner.

Patient Advocate/Representative

Patients who have questions or concerns about his/her care while at VANTHCS may contact the patient advocate/representative for assistance.

Inpatient Ward Greeter Program

The Inpatient Ward Greeter Program is an organization of employee volunteers who visit inpatients on a weekly basis. The Inpatient Greeter assists patients by helping resolve concerns and provide assistance when needed. The Inpatient Greeter attempts to resolve patient complaints at the service level before higher level intervention is needed.

Ambassador Program

VANTHCS strives to provide quality care, and the Ambassador Program is one of our customer service initiatives. Ambassadors are interviewed, selected and trained for service on the front line as hosts or patient greeters in various areas. Located principally at main patient entrances and ambulatory care clinics, ambassadors greet guests, provide directional assistance and address issues of concern. Ambassadors are available Monday – Friday, 7:30 a.m. – 4:30 p.m.

Inpatient Discharge Follow-up Telephone Calls

A telephone call will be made to medical and surgical patients within three days of discharge to offer assistance with any post-hospitalization concerns.

Mystery Shopper Program

VANTHCS developed a Mystery Shopper program to help identify areas for improvement. Employees volunteer as mystery shoppers who train to “shop” for everything from health care to customer service. Mystery shoppers visit the service, make observations and send a report to the Director. The goal of this program is to improve processes that will better serve our patients.



Customer Service (cont.)

Comfort Call Paging System

This new Customer Service initiative improves our communication with patients and family members while protecting privacy and confidentiality. It also allows patients and family members the freedom to move about the facility and be confident they can be contacted by facility personnel at any time. Pagers are currently in use at Dallas VAMC in Clinic 3, Day Surgery and Pharmacy. Signal coverage reaches the basement to the 4th floor, and new expansion areas are being reviewed. The goal is to have these pagers in all outpatient clinics, Urgent Care/Admission area and diagnostic areas. As donations become available to expand the project, we will implement the pager system at Fort Worth and Bonham facilities. Pagers were donated by individuals and veterans service organizations. This project is listed in Voluntary Service as one of the current needs of support for VSOs.

Shuttle Service

Shuttle buses transport patients, employees and visitors between Dallas VAMC and Sam Rayburn Memorial Veterans Center. We also have Shuttle buses on the Dallas campus that transport patients and visitors from parking areas to main hospital entrances.

Valet Parking

Valet parking is available to our patients and guests who are disabled and need assistance. Hours of operation are 7 a.m. – 1 p.m., Monday – Friday.

Quick Cards

Quick Cards are comment cards that offer patients/guests an opportunity to let us know his/her perception of care and services. The information is used to target areas needing improvement and/or compliment staff exceeding the expectations of our customers.

Dallas VA Medical Center (Automated phone system)

General information	214 742-8387 or 800 849-3597
TeleCare	press 2 or 800 677-8289
TeleNurse	press 2
Prescription refills	press 1, option 2
TriCare/ChampVA	press 3
Patient Advocate/Rep	214 857-0482, 0483, 0462, 0477

Fort Worth Outpatient Clinic (Automated phone system)

General information	817 882-6001 or 800 443-9672
TeleCare	press 1
Prescription refills	press 1
Patient Advocate/Rep	817 882-6144, 6006

Call the Dallas automated phone system for:

Pharmacy refills	press 1, option 2
TriCare/ChampVA	press 3
TeleNurse	press 2

Sam Rayburn Memorial Veterans Center

General information	903 583-2111 or 800 924-8387
TeleCare	extension 36733
TeleNurse	extension 72081
Prescription refills	extension 40147
TriCare/ChampVA	extension 36676
Patient Advocate/Rep	extension 36216

Questions/Comments?

Visit us on the web at www.north-texas.med.va.gov for general information, or contact us. VANTHCS welcomes feedback and invites customers to participate in our "Speak to the Director" program. Displays are located throughout the facilities or can be submitted on-line. All comments are carefully reviewed and a written response returned when a complete mailing address is provided.